

# Position Description

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to the Office of Personnel Services.

CHECK ONE: ☐ NEW POSITION ☒ EXISTING POSITION

## Part 1 - Items 1 through 12 to be completed by department head or personnel office.

1. Agency Name Department for Children and Families		9. Position No K0157324	10. Budget Program Number		Agency Number	
2. Employee Name (leave blank if position vacant)		11. Present Class Title (if existing position) Public Service Administrator II				
3. Division Family Services		12. Proposed Class Title				
4. Section Prevention and Protection Services	For  Use  By  Personnel  Office	13. Allocation				Position Number
5. Unit Support Services – Eligibility Unit		14. Effective Date				
6. Location (address where employee works)		15. By	Approved			
7. (circle appropriate time) Full time      Perm.      Inter. Part time      Temp.      %		16. Audit Date:                      By: Date:                      By:				
8. Regular hours of work: (circle appropriate time)  FROM: 8:00 AM PM To: 5:00 AM PM	17. Audit Date:                      By: Date:                      By:					

## PART II - To be completed by department head, personnel office or supervisor of the position.

18. If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position:

19. Who is the supervisor of this position? (person who assigns work, gives directions, answers questions and is directly in charge)?

Name	Title	Position Number
------	-------	-----------------

Tony Scott	Support Services Administrator	K
------------	--------------------------------	---

Who evaluates the work of an incumbent in this position?

Name	Title	Position Number
------	-------	-----------------

Tony Scott	Support Services Administrator	K
------------	--------------------------------	---

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

This employee is given latitude to perform tasks within the time framework of policy manuals, clarifications, Federal and State regulations and State or Area procedures. Goals and objectives are established for this position by the Regional Support Services Administrator. State and local training will be provided to assist the employee in learning policy and procedures. Unit meetings, conference, and reports will be used to provide and evaluate goals, results and performance.

21. Describe the work of this position using the page or one additional page only. (Use the following format for describing job duties):

**What** is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (be brief); **how** is the action being done (be brief). For each task state: Who reviews it? How often? What is it reviewed for?

**Number Each Task and Indicate Percent of Time and Identity each function as essential or marginal by placing an E or M next to the % of time for each task.** Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident of minimal part of the position.

No. Each Task and Indicate Percent of Time	E or M	This position performs a variety of tasks to analyze customer information, determine eligibility for DCF services, authorize the disbursement of funds for clients, manage and maintain an assigned case load consisting of multi-programs, and disseminate and interpret program information. PPS payments programs within the regional Support Services process. This involves social security payments for children and payee issues, WARDS accounts, CSE referrals, Independent Living Subsidy, Permanent Custodianship and Adoption Subsidy. Incumbent provides policy support and direct supervision of PPS staff. The employee will contact employers, providers, public and private agencies, contractors, businesses, attorneys, and financial agencies, to determine location, income and resources of the child in State's custody.
1. 25%	E	<p><b><u>Program Integrity and Resource Management</u></b></p> <ul style="list-style-type: none"> <li>— Assists in the management of the Regional PPS Support Services resources, including staff, to ensure their actions are consistent with program policies, rules and regulations.</li> <li>— Assures effective working relationships with all DCF staff and community stakeholders and partners.</li> <li>— Works with child welfare providers, Federal, State and Private agencies, attorneys and others to acquire information necessary to determine eligibility for DCF services.</li> <li>— Use available data tools to reconcile data and comply with all Federal and State reporting requirements.</li> <li>— Reconcile, correct and resolve data entry errors immediately upon discovery. This includes corrections identified as a result of case reads</li> <li>— Work with DCF staff to ensure accurate and timely data entry.</li> <li>— Analyzes data and plans for program improvement, corrective action and training.</li> <li>— Evaluates work flow, processes and protocols to identify efficient use of staff and fiscal resources.</li> <li>— Works with regional Support Services Administrator in coordination with other regions and PPS Central Office staff to implement necessary changes to realize efficiencies in operations.</li> <li>— Assures communication and documentation is maintained on staffing levels required to successfully meet outcomes, ensure program integrity and is adaptable to meet agency needs.</li> <li>— Interprets policy and procedures governing IV-E Eligibility and coordinates interpretations with the other regions and PPS Central Office.</li> <li>— Monitors and analyzes results of operations through use of reports and data evaluation to ensure compliance and achievement of the Agency's goals and objectives as related to children and family services, payments and consumers eligibility, and analyzing the performance of the IV-E Eligibility Unit.</li> <li>— Ensures accurate and timely completion of eligibility determinations, and timely and accurate determinations for IV-E.</li> <li>— Assures all errors are promptly corrected and follows procedures and policies to avoid any ongoing errors.</li> <li>— Analyses local systems of program implementation, identifies strengths or dysfunctions and plans and recommends corrective actions.</li> </ul>
2. 25%	E	<p><b><u>Human Resource Management</u></b></p> <ul style="list-style-type: none"> <li>— Provides leadership, guidance and direction to IV-E Eligibility staff in all matters involving program administration and management within the assigned region.</li> <li>— Insures recruitment, selection and hiring actions meet civil service guidelines and personnel rules and regulations.</li> <li>— Sets and communicates expectations regarding performance, behavior, attitude and conduct that are measurable, understandable, verifiable and reasonable.</li> <li>— Confronts poor performance or behavior and addresses issues in a prompt manner according to personnel rules and regulations.</li> </ul>

		<ul style="list-style-type: none"> <li>— Effectively uses available tools, including probationary period, to address poor performance, takes disciplinary action when appropriate and documents consistently.</li> <li>— Actively supports the development of knowledge and skills to perform at a high level.</li> <li>— Ensures necessary training and resources are available and used promptly.</li> <li>— Creates and values a learning environment and provides recognition for efforts of others when high or improved performance is attained.</li> <li>— Promotes awareness of total quality management practices including a commitment to bring about positive organizational change through the use of processes, tools, education, recognition, and communication; fosters teamwork using a disciplined problem solving and decision making approach.</li> <li>— Maintains an efficient compliment of staff and increases staff productivity by using personnel management, orientation and knowledge of state personnel policies and practices.</li> <li>— Assists in evaluating program changes and outcomes to identify training needed in order to effectively implement PPS policies, programs or procedures.</li> </ul>
3. 20%	E	<p><b><u>Program and Policy Development, System Building, Implementation and Monitoring:</u></b></p> <ul style="list-style-type: none"> <li>— Identifies issues, solutions and provides input in documenting standardized written procedures, in accordance with agency policy.</li> <li>— Reviews IV-E Eligibility Unit operations and work load in order to adjust staff work assignments and ensure efficient work flow.</li> <li>— Establishes a system to communicate detected weaknesses and inadequacies in services and procedures to Regional Support Systems Administrator and PPS Central Office.</li> <li>— Assists with interpreting and presenting policy information to staff. Train PPS staff on consumer eligibility requirements and required documentation.</li> <li>— Provides quality assurance to maintain program integrity for IV-E, AFCARS, and other compliance issues. Uses problem solving methods and appropriate tools to improve processes with the goal of continuous quality improvement.</li> </ul>
4. 20%	E	<p><b><u>Leadership</u></b></p> <ul style="list-style-type: none"> <li>— Fosters a commitment to support the agency in achieving its mission, visions and guiding principles.</li> <li>— Serves as an advocate for internal and external customers.</li> <li>— Identifies needs for community and agency services and seeks to improve delivery of needed services.</li> <li>— Models behavior expected of others and ensures relations with teams within the region, other regions and PPS Central Office are constructive; demonstrate mutual support, trust, and respect and values diversity.</li> <li>— Attends and participates in agency related training and attends workshops to enhance skills necessary to perform tasks related to the position.</li> </ul>
5. 10%	E	<p><b><u>Communication</u></b></p> <ul style="list-style-type: none"> <li>— Demonstrates open, honest, respectful and professional communication, encourages constructive expression of differing viewpoints.</li> <li>— Facilitates the resolution of conflicts.</li> <li>— Adapts communication style and approach to meet the needs of the situation.</li> <li>— Effectively communicates policy, the agency's mission, vision and goals to staff and stakeholders,</li> <li>— Coordinates protocol and procedures with other regions and PPS Central Office for the interpretation of policy, answering and disseminating policy clarifications and shares information to staff and internal and external partners.</li> </ul>

- 
22. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position:
- ( ) Lead worker assigns, trains, schedules, oversees, or reviews work of others.
- (X) Plans, staffs, evaluates, and directs work of employees of a work unit.
- ( ) Delegates authority to carry out work of a unit to subordinate supervisors or managers.

- b. List the names, class titles, and position numbers of all persons who are supervised directly by employee on this position.

Name	Title	Position Number
	Human Service Specialist	K0046930
	Human Service Specialist	K0048983
	Human Service Specialist	K0056292
	Human Service Specialist	K0061573
	Human Service Specialist	K0076760
	Human Service Specialist	K0163095
	Human Service Specialist	K0163138
	Human Service Specialist	K0163176
	Human Service Specialist	K0167857
	Human Service Specialist	K0224052
	Human Service Assistant	K0224059

- 
23. Which statement best describes the results of error in action or decision of this employee?

- ( ) Minimal property damage, minor injury, minor disruption of the flow of work.
- ( ) Moderate loss of time, injury, damage or adverse impact on healthy and welfare of others.
- (X) Major program failure, major property loss, or serious injury or incapacitation.
- ( ) Loss of life, disruption of operations of a major agency.

Please give examples.

Customers could be inadequately informed and may not receive needed services. Failure to observe procedures could result in violation of state and federal laws and regulations, loss of eligibility for services, and the agency would suffer from poor community relations all resulting in loss of program funding or lawsuits. Failure to follow job requirements could result in loss of employment for the employee.

- 
24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

Regular verbal and written communication is necessary with staff immediately supervised. There is also communication and collaboration with other agency administrative and supervisory staff, Central Office staff, community leaders and the general public. Employee will have daily contacts with other agency personnel and frequent contacts with the general public, community organizations, courts, and law enforcement agencies, members of multi-disciplinary teams, community services providers and other to gather additional information, to determine eligibility and conduct reviews. Contacts are in person and by telephone. Communications are made to ensure that policy and procedures are correctly followed and that concerns are addressed in a responsive, time-sensitive manner.

- 
25. What hazards, risks or discomforts exist on the job or in the work environment?

The overall administrative program responsibilities involve stress on a daily basis resulting from volume of tasks and coordination with responding to request for guidance received from staff. Normal risks associated to working in an office environment. Must be able to travel, operate a motor vehicle, and be away from their home or office for periods of time when attending meetings, trainings, and conferences and providing supervision to staff at multiple locations.

---

26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used:

Daily use of computer system, spreadsheet and database applications, printers, copier, fax machine, calculator, telephone, all general office equipment, and vehicle to travel for business is required.

---

**PART III - To be completed by the department head or personnel office**

---

27. List the minimum amounts of education and experience which you believe to be necessary for an employee to begin employment in this position.

Education - General

---

Education or Training - special or professional

---

Licenses, certificates and registrations

---

Special knowledge, skills and abilities

---

Experience - length in years and kind

One year of experience in providing direction necessary to implement the objectives of an agency, program or organizational unit. Education may be substituted for experience as determined relevant by the agency.

---

**28. SPECIAL QUALIFICATIONS**

State any additional qualifications for this position that are necessary either as a physical requirement of an incumbent on the job, a necessary special requirement, a bona fide occupational qualification (BFOQ) or other requirement that does not contradict the education and experience statement on the class specification. A special requirement must be listed here in order to obtain selective certification.

College degree with education or experience in administration, supervision, data analysis, policy analysis and application of policies.

---

---

Signature of Employee

Date

---

Signature of Personnel Official

Date

**Approved:**

\_\_\_\_\_  
Signature of Supervisor                      Date

\_\_\_\_\_  
Signature of Agency Head or  
Appointing Authority                      Date